

EXECUTIVE SUMMARY

The State of Nevada needed help in creating the Nevada Wildlife Data System (NWDS), a web-based system that would centralize the issuing of hunting and fishing licenses, boat registration and titles, and citations and revocations. The goal was to improve customer service, provide fiscal and inventory control, and provide better information to help manage natural resources. This meant we needed to develop the requirements and plans necessary to facilitate a vendor selection, system design and implementation.



CHALLENGES

Some challenges we faced: helping the client identify unnecessary processes to eliminate manual effort/backlog; significantly reducing existing errors; improving timeliness and making the material available 24x7. Then, building detailed requirements for the development and implementation phases, and to help hold the chosen vendor accountable to their part of the SOW.

SOLUTIONS

We used Joint Application Design (JAD) sessions to enable groups of program supervisors to develop innovative business processes. We then created business and system requirements, with the help of subject matter experts, and validated the outlined flows and requirements to verify the design was intuitive, practical and met the goals of reducing backlogs and errors.

RESULTS

With our help, the State successfully issued the RFP, which included our assessment of the current environment, the new process flows, the entity relationship diagram and data dictionary, as well as detailed business and system requirements and an implementation strategy. The selected vendor then successfully implemented all elements, due to the detailed RFP. QuantumMark was asked to stay on to complete the system design work, and as a result, the resident/non-resident hunting and fishing licenses are now available online 24x7 or at select retail stores. Boat registration is now automated with renewals available online. Lastly, now all sales and inventory are accounted for, and the wardens have automated tools for managing field operations.